Week 3: General Quality Strategies and Tools

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| **Tool/Tactic** | **Definition** | **Risk** | **Value** |
| Establishing Customer Expectation | The esteem a customer is expecting from an item or administration a business provides | In the event that a customer feels that the organization has bamboozled them in any capacity by selling a sub-par item. The organization runs a risk of losing that customer and perhaps more | In the event that you sell the customer an item as they have expected and meet all commitments then the customer will turn into an unwavering customer to the brand and name of the organization |
| Designing Quality | Dimension of how powerful and quality of the design of an item What is quality of design? | Dimension of how powerful and quality of the design of an item | The quality of the item made is critical to a customer. In the event that there is mediocre workmanship the organization runs a risk of losing income in light of an ascent in returned items |
| Defining Metrics | A Business Metric is a quantifiable measure that is utilized to follow and survey the status of a particular business process | The necessities and needs of a customer is the means by which items are manufactured it you don't meet these metrics then the customer will shop some place outside of your business and your rival will benefit from this mistake | Making a thing dependent on customer' needs will ensure that it tends to be sold and make income for the business |
| Mistake Proofing | The utilization of any programmed gadget or method that either makes it unimaginable for a blunder to happen or makes the mistake quickly clear once it has happened | Discovering mistakes when an item is being set aside a few minutes and cash. On the off chance that you give a customer a broken item, at that point that customer is disappointed in the business. That will result in high returned merchandise and low customer fulfilment. | It is smarter to have a technique set up to identify when an item is defective at that point to simply trust that the customer will bring it back. In the event that you can spare the expense of the squandered item and not disappoint your customer you will be increasingly beneficial. |
| Kaizen | The act of nonstop improvement | All organizations need to remain focused to stay alive in business. To always be improving is an approach to state increasingly aggressive in the market | Improving the business will enable it to remain aggressive and run all the more productively setting aside extra cash and keeping customers cheerful |
| Six Sigma | Is a lot of management systems planned to improve business forms by enormously decreasing the likelihood that a blunder or defect will happen | The procedure is convoluted and tedious. If not took care of appropriately the organization could lose income however the examination as opposed to picking up benefit. This has been observed to be more genuine for independent company | At last, the majority of the devices and methodologies in Six Sigma fill one need: to streamline business forms so as to create the most ideal items and administrations with the littlest measure of defects |

**References**

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